use of courier service, extending to individuals the facility off immediate credit of outstation cheques upto Rs. 5000/ -, payment of interest at savings bank rate for delayed collection of outstation cheques beyond 10/14 days, increased interface between bank officials and customers, setting up of machinery for prompt redressal of cutomers grievances, etc. Besides the above, periodical interaction meetings pre held with the representatives of depositors associations, organisations representing trade and industry etc. with a view to ascertain ten problems faced by the customers and for taking appropriate steps. The banks also have a system of initiating disciplinary proceedings against staff for omissions and commissions including matters pertaining to advances.

Reclassification of cities for payment of CCA|HRA

910. SHRI SYED SIBTEY RAZI: Will the Minister of FINANCE be pleased to state;

(a) whether reclassification of cities| towns based on 1991 census has been made recently;

(b) if so, what are the names of cities/towns reclassified separately for the purpose of H.R.A. and C.C.A.;

(c) whether any fresh orders have been issued in this regard;

(d) if so, what are the details thereof and if not, what are the reasons therefor;

(e) whetner this reclassification of cities/towns will enable the Central Government employees at Delhi to get some extra CCA/HRA; and

(f) if so, what are the details thereof?

THE MINISTER OF STATE IN THE MINISTRY OF FINANCE (SHRI M. V. CHANDRASHEKHAR MURTHY): (a) to (d) Orders have been issued recently for upgradation/re-classification of those cities/towns, for the purpose of HRA//OCA to Central Government em-ployees, which fulfil the requisite population criterion for upgradation to the next nigher class, as Per the final population figures of 1991 Census. A list of cities]towns so upgraded is given in Statement *(See* below).

(e) and (f) Delhi is already classified as an 'A' class city, the highest classifi-cation, for the purpose of both HRA/ CCA and, therefore, no extra amount of HRA | CCA will be admissible to Central government employees posted at Delhi.

Statement

Sl. No.	Name of city/town	State	Class to which upgraded	
			For HRA	For CCA
1	2	3	4	5
		ANDHRA PRADESH		
1.	Visakhapatnam (UA)		—	B-1
2.	Vijayawada (UA)		—	B-1
3.	Warangal (UA)		B-2	B-2
4.	Rajamundri (UA)		—	B-2
5.	Gudur		C	—
6.	Sangareddy		C	—

1	2	3	4	5
7.	Siddipet		C	—
8.	Bellampalle		C	—
9.	Mancheryal		C	—
10.	Nirmal		C	—
11.	Sirsilla		C	—
12.	Palwancha		C	—
13.	Miryalaguda		C	—
14.	Suryapet		C	—
		BIHAR		
15.	Dhanbad (UA)		—	B-1
16.	Jamshedpur (UA)		—	B-1
17.	Buxar		C	—
18.	Jahenabad		C	—
19.	Nawada		C	—
20.	Bagaha		C	—
21.	Madhubani		C	—
22.	Lakhisarai		C	—
23.	Phusro (U.A.)		C	—
24.	Jhumritalaiya		C	—
25.	Ramgarh Cantt. (UA)		C	—
26.	Saunda		C	—
27.	Adityapur		C	—
		GUJARAT		
28.	Bhavnagar		B-2	—
29.	Surendranagar		C	—
30.	Keshod		C	—
31.	Veraval		C	—
32.	Anjar		C	—
33.	Deesa		C	—
34.	Himatnagar		C	—
35.	Unjha		C	—
36.	Dabhoi		C	—
37.	Ankleshwar		C	—

1		2	3
	HARYANA		
38.	Faridabad Complex	B-2	B-2
39.	Panchkula	C	—
40.	Bahadurgarh (UA)	C	—
41.	Narnaul	C	—
	KARNATAKA		
42.	Balgaum (UA)	—	B-2
43.	Mangalore (UA)	—	B-2
44.	Ramanagaram	C	—
45.	Nipani	C	—
46.	Gokak	C	—
47.	Chintamani	C	—
	KERALA		
48.	Kochi (UA)	—	B-1
49.	Kozhikode (UA)	—	B-1
50.	Thiruvananthapuram (UA)	—	B-1
51.	Kannur (UA)	—	B-2
52.	Kasargod	C	—
53.	Kanhangod	C	—
54.	Payannur	C	—
55.	Taliparamba	C	—
56.	Vadakara (UA)	C	—
57.	Ponnani	C	—
	MADHYA PRADESH		
58.	Bhopal	B-1	B-1
59.	Raipur (UA)	B-2	B-2
60.	Tikamgarh	C	—
61.	Shahdol (UA)	C	—
62.	Ambikapur	C	—
	MAHARASHTRA		
63.	Nagpur	A	A
64.	Kolhapur	B-2	B-2
65.	Aurangabad	B-2	B-2
66.	Amravati	B-2	B-2

1	2	3	4
67.	Virar	C	—
68.	Nalasopara	C	—
69.	Panvel	C	—
70.	Hingoli	C	—
71.	Ambejogai	C	—
72.	Osmanabad	C	—
73.	Buldana	C	—
74.	Malkapur	C	—
75.	Pusad	C	—
76.	Kamptee	C	—
	NAGALAND		
77.	Kohima	C	—
78.	Dimapur	C	—
	ORISSA		
79.	Cuttack (UA)	B-2	B-2
80.	Bhubaneshwar	B-2	B-2
81.	Bhawanipatna	C	—
82.	Sunabeda	C	—
83.	Bargarh	C	—
	PONDICHERY		
84.	Pondichery (UA)	—	B-2
	PUNJAB		
85.	Ludhiana	B-1	B-1
86.	Gurdaspur	C	—
87.	Fazilka	C	—
88.	SAS Nagar (Mohali)	C	—
89.	Sangrur	C	—
90.	Barnala	C	—
91.	Mansa	C	—
92.	Faridkot (UA)	C	—
93.	Malout	C	—
94.	Ferozpur	C	—

1	2	3	4
	RAJASTHAN		
95.	Kota	B-2	B-2
96.	Ratangarh	C	—
97.	Nawalgarh	C	—
98.	Dhaulpur	C	—
99.	Hindaun	C	—
100	Gangapur city (UA)	C	—
101	Makrana (UA)	C	—
102.	Baran	C	—
	UTTAR PRADESH		
103.	Kanpur	A	—
104.	Lucknow (UA)	A	A
105.	Agra (UA)	B-1	—
106.	Varanasi	B-1	—
107.	Meerut	—	B-1
108.	Muradabad (UA)	B-2	B-2
109.	Ghaziabad (UA)	B-2	B-2
110.	Aligarh	B-2	B-2
111.	Rudrapur	C	—
112.	Chandpur	C	—
113.	Kairana	C	—
114.	Pilkhua	C	—
115.	Noida	C	—
116.	Sikandrabad	C	—
117.	Sahaswan	C	—
118.	Shahabad	C	—
119.	Gangaghat	C	—
120.	Kannauj	C	—
121.	Auraiya	C	—
122.	Mahoba	C	—
123.	Bhadohi	C	—
124.	Mawana	C	—

1	2	3	4
	WEST BENGAL		
125.	Durgapur	B-2	—
126.	Alipurduar	C	—
127.	Jangipur	C	—
128.	Raipur (UA)	C	—
129.	Ccatai	C	—
130.	Haldia	C	—
131.	Katwa	C	—
132.	Suri	C	—
133.	Bolpur	C	—
	TAMILNADU		
134.	Coimbatore	B-1	—
135.	Panruti	C	—
136.	Vriddhachalam	C	—
137.	Puliyangudi	C	—

Restructure of SBI

911. SHRIMATI KAMLA SINHA- Will the Minister of FINANCE be pleased to state:

(a) whether it is a fact that the State Bank of India is planning to undertake a programme to restructure and reorganise itself; and

(b) if so, what are the objectives. of this restructuring and what are the details thereof?

THE MINISTER OF STATE IN THE MINISTRY OF FINANCE AND MINISTER OF STATE IN THE MINISTRY OF PARLIAMENTARY AFFAIRS (DR. ABRAR AHMED): (a) and (b) State Bank of India (SBI) has reported that it is contemplating a study of its organisational structure in its entirety with a view to adapt itself structurally and functionally to meet the challenges of the future.

No final decision has been taken in the matter.

Improving the functioning of Banks

912. SHRI V. GOPALSAMY:
SHRI J. S. RAJU:

Will the Minister of FINANCE be pleased to state:

(a) what is the number of disciplinary proceedings invitated against bank officials and staff during the last three years, year-wise and bank-wise;

(b) the nature of punishment imposed in each case;

(c) how many cases are pending there for final disposal Bank-wise figures atid also nature of each case;

(d) what steps are being taken by Government to improve the function ing of the banks and the quality of its service; and

(e) whether Government will appoint monitoring committee to watch and evaluate the performance of each bank if not, what other steps are being taken to improve the function-ing of banks?